

PREVENT-13 Saves Laser Printers, Reduces Costs

Can Annual Service Contracts Save You Money?

Printer Warranties expire all too soon, leaving behind the question of whether you should buy a service contract to maintain and protect your laser printer. An annual service contract is only as good as the money it saves you. For laser printers, that means preventing damage that can result in lost productivity, costly repair bills, and expensive printer replacement. We've found one service program - PREVENT-13 - that's well worth considering.

The Value of Annual Service

PREVENT-13 is an annual preventive maintenance program that is offered by a number of laser printer service companies around the country. First developed by a company on the East Coast, PREVENT-13 was designed to eliminate those factors that most often cause image defects and printer malfunctions.

“After years of repairing laser printers we've learned that most breakdowns can be avoided by having a printer professionally serviced at least once a year,” said Ed Rish, President of American Business Technology, one of the nation's largest printer service and supply companies. “I can never understand why anyone would shell out hundreds, sometimes thousands, of dollars on a high-tech piece of equipment and then fail to ensure that it's cared for properly. Printers need professional-quality maintenance in order to function properly over the long term.”

Recent studies confirm that having a printer serviced annually – including cleaning, lubrication and replacement of worn parts – can actually double its life. In addition, the cost of PREVENT-13 is low when compared with repair and replacement bills experienced when printers aren't maintained regularly.

13 Steps to a Clean Machine

The 13 steps of Prevent-13 include a thorough cleaning of the printer's interior and a complete inspection of its parts. Worn components, such as separation pads and fusing assembly gears, should be replaced. If you have an older printer (manufactured before 1993) it probably has an ozone filter that should also be replaced. If your printer uses a transfer corona assembly, it is replaced as part of the service. Loose screws are tightened and missing ones are replaced. The machine is also lubricated with a high-temperature grease. Upon completion of the service, the technician tests the machines for smooth operation and sharp output.

Early Warning

In conjunction with the PREVENT-13 maintenance service, your service technician will notify you of any other problems he or she sees. Having them fixed while the technician is on site is always less expensive than calling back later for repairs or replacement parts. □